

Integrity First
Service Before Self
Excellence In All We Do



579th Medical Group

Patient Handbook

Introduction

On behalf of the men and women of the 579th Medical Group (579 MDG), welcome to Joint Base Anacostia-Bolling. Your health is our primary mission. To help you live a healthy life, every member of this organization will do their utmost to provide timely, quality healthcare for you and your family.



Our organizational mission and vision work to facilitate a partnership between you and my healthcare teams in order to provide the best outcomes and keep you healthy and fit for duty. To that end, we have a wide variety of proactive preventive and educational health services throughout the clinic. In addition, we provide healthcare to treat injuries and illness.

I invite your comments on any of the services we provide and welcome your suggestions to improve the quality of your healthcare. Thank you for choosing us to be a partner in your health.

Best wishes for your well-being,

A handwritten signature in black ink, appearing to read 'K. Tate', with a long horizontal line extending to the right.

Kathryn F. Tate, Colonel, USAF, NC
Commander

Our Mission:

Deliver a ready force to our joint community through family centered care

Our Vision:

The NCR's home for world class primary care empowering optimal health



579th Medical Group

238 Brookley Avenue SW
Joint Base Anacostia-Bolling, DC 20032

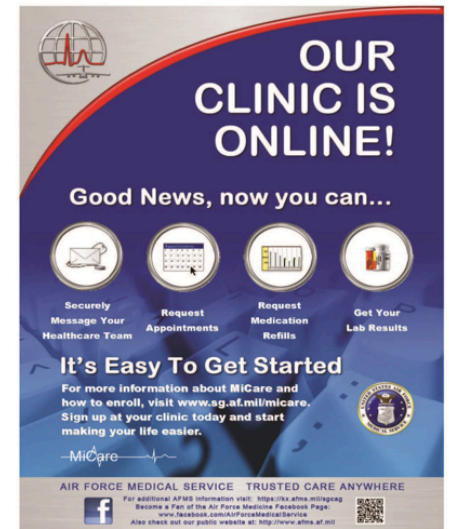
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MiCare

MiCare Secure Messaging is an online service through relayhealth.com that offers efficient electronic communication between you and their healthcare team. It allows for more secure exchange of health information compared to using a personal email account. MiCare allows you to:

- Request your next appointment
- Request medication renewals
- Receive test and lab results
- Communicate online with the healthcare team about non-urgent symptoms
- Request a copy of your immunization records



Don't delay. Enroll in MiCare today! All you need to do is show your military identification card and provide some basic information such as your name, social security number, birthday and e-mail address. You will then receive an email to finish your enrollment and complete the registration process. Once you have accomplished this, you are ready to start messaging with your care team. MiCare participation is limited to those beneficiaries empanelled to a Primary Care Manager (PCM) at the Military Treatment Facility (MTF).

To learn more about MiCare go to <http://www.afms.af.mil/micare>



Directory

Emergency off JBAB.....	911
Emergency on JBAB.....	433-3333
MiCare.....	Relayhealth.com
Appointments or Information	(888) 999-1212
Phone Consult (T-CON) Message to Your PCM.....	(888) 999-1212
Dental Clinic.....	(202) 404-5519
Health & Wellness Center.....	(202) 404-1025
Flight Medicine	(202) 404-5865
Force Health Management	(202) 404-6524
Front Desk/Records/Release of Information	(202) 404-5512
HIPAA Privacy Officer.....	(202) 404-3603
Immunization Clinic.....	(202) 404-6724
Mental Health	(202) 767-0611
Patient Advocate.....	(202) 641-0137
Pharmacy.....	(202) 404-7742
Provider On Call (After Hours)	(202) 841-1688
Public Health	(202) 404-3604

Patient Advocate

The 579 MDG has several Patient Relations Representatives throughout the facility who are available to assist you with any questions, concerns, requests, complaints, etc.

The Patient Advocate acts as a liaison between patients and healthcare staff to help improve and maintain a high quality of health services for our beneficiaries.

Phone: (202) 641-0137

DEERS

You must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) to be eligible for TRICARE. It is important for you and your family members to have updated contact information in DEERS. Members can update basic information such as address, email address and phone numbers in DEERS by logging onto MilConnect or by calling MilConnect directly.



Phone: 1 (800) 538-9552

To add or remove family members, visit the local ID card office or call to setup an appointment.

Phone: (202) 404-3280

TRICARE Enrollment



To enroll in TRICARE Prime at the 579 MDG, all military beneficiaries, including active duty service members, need to stop by the TRICARE Service Center located just inside the main clinic (bldg. 1300) or visit online at www.tricare.mil to complete an enrollment form.

Enrollees are assigned to a Primary Care Manager (PCM). Patients enrolled in TRICARE Prime use their PCM Team to coordinate all primary and specialty care medical concerns. Enrollees may change their PCM by calling TRICARE.

Phone: 1 (877) 874-2273

Non-active duty TRICARE beneficiaries also have the option to choose the TRICARE Standard option. TRICARE Standard is a fee-for-service plan and enrollment is not required. Coverage is automatic as long as you are registered in the Defense Enrollment Eligibility Reporting System.

Primary Care Services

FAMILY HEALTH AND PEDIATRICS

The Primary Care and Pediatrics clinics follow the Patient Centered Medical Home (PCMH) model. This is a partnership between the patients, their families, and the PCM team; focusing on their unique needs and recognizing that the patient is the core member of the team. We follow the Access, Compassion and Excellence (ACE) for PCMH concept so we may address multiple issues, including preventive care, with compassion and excellence at each visit.

The Pediatric team offers PCM enrollment and makes every effort to assure that children see their PCM. Non-enrolled children can obtain care for acute care. The 579 MDG Pediatric providers encourage parents to use HealthyChildren.org, health.nih.gov and cdc.gov as reliable sources for researching specific questions you may have regarding child development and home care of childhood diseases.

Hours: Mon, Tue, Wed, Fri: 0700-1600; Thu: 0800-1600; the first Wed of the month: 0700-1300

Patient Relations Rep: (202) 236-6181

Central appointments: 1 (888) 999-1212 or www.tricareonline.com

On call provider (after duty hours): (202) 841-1688

WOMEN'S HEALTH

The Women's Health Clinic offers obstetrical and gynecological healthcare services to adolescents, adults, and geriatric women. Services include women's health screening exams, family planning utilizing all birth control methods, low risk obstetrical care, and menopause management. We provide evaluation, diagnosis, treatment and referral if necessary for all gynecological conditions, with emphasis on education, wellness, and disease prevention. Low risk expectant mothers can also receive their routine prenatal care at Bolling Clinic up to 35 weeks gestation. At that time, care will be transitioned to MedStar Southern Maryland Hospital Center. To self-refer for care, schedule an appointment via the appointment line.

Central appointments: 1 (888) 999-1212 or www.tricareonline.com

FLIGHT AND OPERATIONAL MEDICINE

The 579 MDG Flight and Operational Medicine Clinic takes care of ALL Flyers, Presidential Support Duties (PSD), Personnel Reliability Program (PSP) and special duty operations personnel.

ALL active & inactive Flyers, PRP, PSD and special duty operators in the BP PAS Code are strongly encouraged to enroll with Flight and Operational Medicine. Please bring your hardcopy medical record to our clinic and sign your Welcome Letter within a week of arrival.

Hours: Mon-Fri: 0730-1600; the first Wed of the month: 0700-1300

Flight and Operational Medicine sick call check-in is between 0700 and 0730 Monday through Friday

Phone: (202) 404-5865

Access to Care



All TRICARE beneficiaries enrolled at the 579 MDG may schedule an appointment by calling the National Capital appointment line from 0600-1800 hrs, Monday through Friday. For faster service we encourage you to try making appointments online 24 hours a day at **www.TRICAREonline.com**.

Phone: 1 (888) 999-1212

We follow the TRICARE Access to Care standards when booking appointments. However, appointment availability may fluctuate as a result of deployments, illness, training or TDYs.

Routine: 7 business days

Acute (Same Day): 24 hours

Wellness: 28 business days

Established/Follow-up: 28 business days, as requested by provider

If you are unable to keep your scheduled appointment, please call and cancel the appointment at least 24 hours in advance.

Clinical Services



DENTAL

In addition to general dental services, the Joint Base Anacostia-Bolling dental clinic offers specialty care for active duty in Prosthodontics, Periodontics, Endodontics, Orthodontics and Comprehensive Dentistry.

Oral Surgical services are coordinated through

the Malcolm Grow Medical Clinic and Surgical Center at Andrews. Active duty service members will schedule their periodic dental exam and cleaning appointments at: **Phone: (202) 404-5519**

For after-hour dental emergencies, please call Emergency Services at the Malcolm Grow Medical Clinic and Surgical Center. Phone: (240) 857-2333

Selected care for family members and retirees may be provided through the residency program supported by the clinic. However, due to limited availability, participation in the TRICARE Family Member Dental Plan (TFMDP) for dependents is highly recommended. Active duty sponsors are encouraged to establish family members with a local civilian dentist as soon as possible. Family members can enroll in TFMDP by contacting MetLife TRICARE Dental Program at 1 (855) 638-8371 or visit **www.tricare.mil/dental/tdp.aspx**.

A dental plan for military retirees under age 65 is also available by calling Delta Dental at 1 (888) 838-8737 or at **www.trdp.org**.

OPTOMETRY

The 579 MDG Optometry Clinic provides eye care services for all AD, retired and dependent beneficiaries aged five years and older. We provide routine eye care and are equipped to manage patients with sight altering diseases; such as diabetes and glaucoma. No referral is necessary. Please call the central appointment line for an appointment.

Hours: Mon, Tue, Wed, Fri: 0730-1630; Thu: 0800-1630; the first Wednesday of the month: 0730-1300 Phone: (202) 404-6425

MENTAL HEALTH

The clinic provides mental health services for all active duty members. Please call the mental health clinic directly to make an appointment.

Phone: (202) 767-0611 Patient Relations Rep: (202) 767-0611

Prime enrollees (excluding active duty) may self refer to a TRICARE provider for the first eight visits. Contact Health Net at **(877) 874-2273** to locate a provider.

ADAPT

Alcohol and Drug Abuse Prevention and Treatment (ADAPT) program supports active duty service members with drug and alcohol problems by providing treatment plans and rehabilitation.

Phone: (202) 767-0611

PREVENTIVE HEALTH ASSESSMENT (PHA)

All active duty service members must complete an annual PHA.

All active duty and reserve AF members must complete the Web Health Assessment (WebHA). You may access the WebHA by logging on to the Air Force Portal and selecting "Health" from the "Life & Career" drop down menu at the top of the main portal page. Click the link for the AF Web-based Health Assessment.

Alternatively, you can go straight to the website by typing **<https://afwebha.afms.mil/>** into your internet browser (CAC login required).

After completing the assessment, please send an e-mail to **579MDG.pha@afncr.af.mil** that includes a good contact number and when you would be available for a face-to-face appointment. The PHA Cell will determine if you require a face-to-face appointment and contact you with the details.

Hours: Mon, Fri: 0700-1600; Tue-Thu: 0800-1600; the first Wednesday of the month: 0700-1300

Phone: (202) 767-4576

Ancillary Services

IMMUNIZATIONS

Any travel (leisure or official) must be cleared by Public Health/Travel Medicine prior to receiving immunizations. Please bring a copy of your orders for official travel.

Small Pox is given every Wednesday 0730-0830. IPPD (TB skin tests) are given every day except Thursday or any Friday before a 3-day weekend. Allergy Shots are provided at MGMC on Joint Base Andrews.



**Hours: Mon, Tue, Wed, Fri
0730-1230 and 1330-1615; Thu
0800-1230 and 1330-1615**

Phone: (202) 404-6724

LABORATORY

The clinic's laboratory performs routine testing in chemistry, hematology, urinalysis and rapid petrologic testing. Specialized reference testing can be Drawn locally and sent to the Appropriate testing reference laboratory. Some tests may require special collection and handling requirements; therefore, you may be provided instructions to ensure proper specimen collection preparation. Test results will be provided through your ordering healthcare provider and/or available at the Patient Administration desk, ten business days from date of collection. If you need your test results sooner, you may schedule a routine appointment or leave a message for your provider.



PUBLIC HEALTH

The 579th Medical Group Public Health mission is to prevent disease, disability and premature death by providing education, monitoring the population for adverse health events and instituting population based interventions. We are organized into two sections: Community Health and Force Health Management.

Community Health provides briefings to international travelers that include vaccine recommendations and strategies you can use to keep you healthy while you travel. We conduct epidemiological investigations when a disease outbreak occurs and inspects all the food facilities on base.

Force Health Management includes the occupational health program, deployment medicine and preventive health assessment (PHA) program. The main function of the occupational health program is to conduct medical surveillance on the units assigned to the occupational health program. For deployments, Public Health will always be your first and last stop when it comes time to secure your medical clearance. Please refer to the PHA section of this handbook for information on how to become current on the annual PHA requirement.

Hours: Mon, Wed, Fri: 0700-1600; Tue, Thu: 0800-1600, the first Wednesday of the month: 0700-1300

Phone: (202) 404-3604

HEALTH AND WELLNESS CENTER (HAWC)

The HAWC is staffed by expert health, fitness and nutrition personnel to provide information and counseling on various wellness-related topics. The HAWC assists individuals in improving and maintaining their overall health and fitness through the following programs: Tobacco Cessation, Fitness Instruction, Healthy Nutrition, and Disease Prevention.



Phone: (202) 404-1025

PHARMACY

Phone-In Refills to the Pharmacy: Refills called in by 1530, Monday-Friday will be available 2 days later, after 1400. Refills called in after 1530 on Friday and during the weekend will be ready after 0900 on Tuesday. Federal holidays will delay this process by one duty day.

Civilian Prescriptions: The pharmacy will honor prescriptions written by civilian physicians provided the medication is stocked (on the formulary)

Ancillary Services *(continued)*

at 579 MDG. Patients are encouraged to have their civilian physician write prescriptions authorizing substitution of generic drugs. If you or your provider have questions about medication availability, please contact the pharmacy at **(202) 404-7742**.

Picking up Prescriptions: If someone other than the patient will be picking up prescriptions this person will need: A valid photo ID card of themselves (e.g. drivers license, military ID card), the patient's military ID card or a copy (both front and back)

Prescription Refills: Mandatory Phone-In Refills 24 hour Phone-In Refill Phone Number: (240) 857-7978

RADIOLOGY

The radiology section is equipped with state-of-the-art digital equipment. Basic routine x-ray exams may be taken in our facility with the exception of Scoliosis Surveys and Scanograms. Scoliosis Surveys and Scanograms are performed at Joint Base Andrews, Ft Belvoir and Walter Reed. Radiology will honor prescriptions written by TRICARE authorized civilian physicians that state: the exam requested; reason for the exam (history) and a contact number for the office.



Phone: (202) 404-2532

TRICARE Claim Concerns

For information about claims processing or to check the status of your claims submission, please contact TRICARE at 1 (877) 874-2273 or visit their online TRICARE Service Center where claim forms and information may also be obtained at **www.mytricare.com**.

If your concerns persist, contact the Beneficiary Counselor Assistance Coordinator (BCAC). Phone: (202) 404-7932

Referral Management Center (RMC)

Your PCM will enter the consult into the computer to be electronically transferred to the RMC for review, coordination and booking. The RMC will coordinate all referrals with the exception of the following services which must be booked by the patient. Those specialties are Mammogram, MRI, CT Scans and Ultrasound diagnostic exams.

Referrals are processed through the military treatment facilities (MTF) in the National Capitol Area to ascertain whether or not the military can provide the services required. This process can take up to 3 business days. If you have not been contacted in 3-5 business days, then you should contact the RMC.

If the appointment cannot be booked for you in an MTF within 28 days, the RMC will review the referral, and forward to a TRICARE contractor for a second review and assignment of a specialty provider. TRICARE then forwards an authorization by fax to the specialty clinic and the medical group. Patients will receive an authorization within 7-10 days by mail. If the authorization documentation has not been received, please contact:

TRICARE: 1 (877) 874-2273

RMC: (202) 404-3510

Out of Area Care

When traveling out of the area, TRICARE Prime enrollees are covered for urgent or emergency care only. If possible, try to use a military treatment facility. If there are no military facilities available, Prime enrollees may use a civilian provider for urgent care. However, you must call TRICARE 1 (877) 874-2273 for authorization and to locate a provider before receiving treatment. Routine care is not authorized out of area.

Urgent/Emergency Care



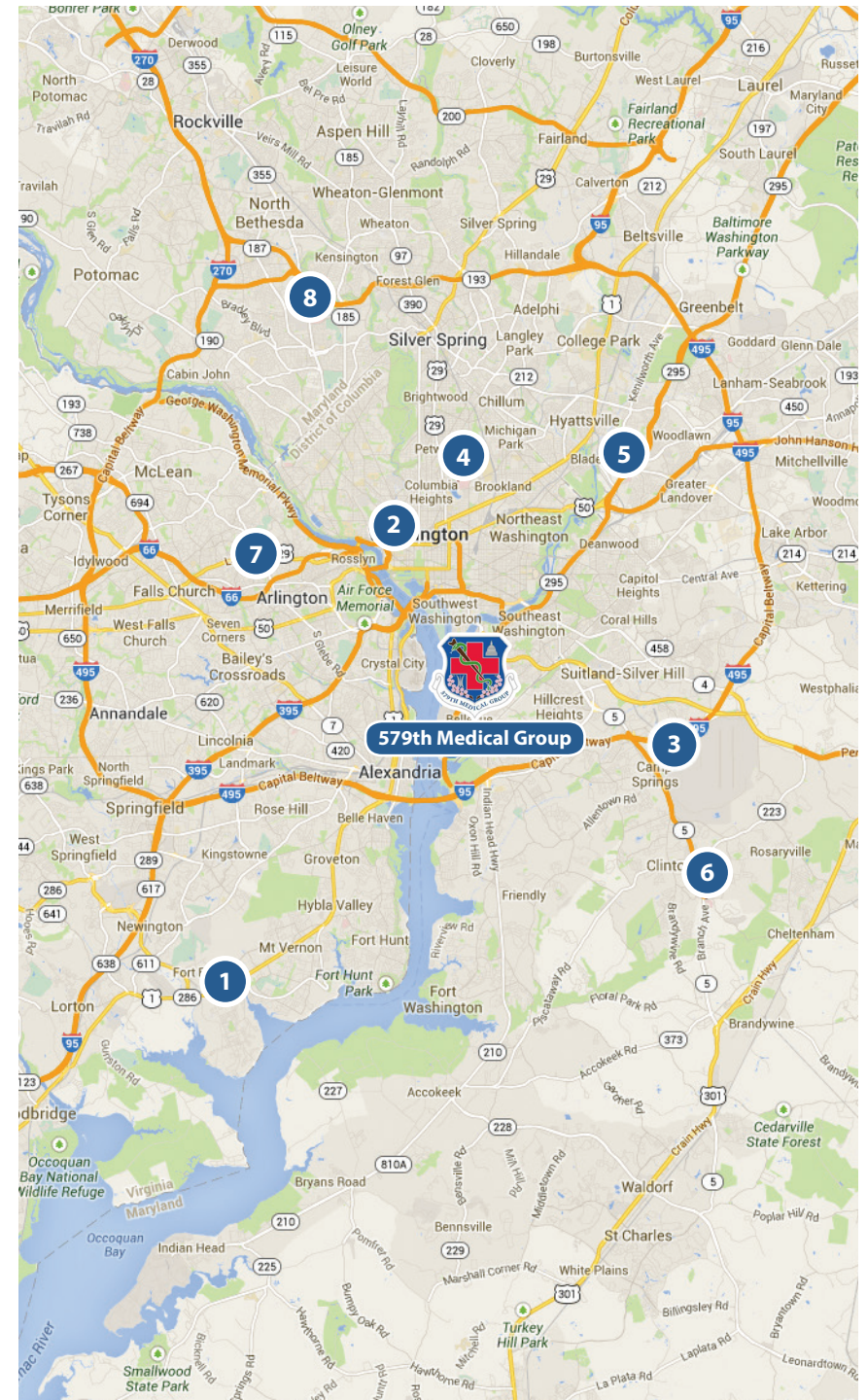
For all urgent care needs, please call the appointment line at **1 (888) 999-1212** for a same day appointment. If there are no appointments available within 24 hours, contact your PCM so a referral can be put in and you can seek care at a civilian network Urgent Care facility.

All beneficiaries seeking urgent care must ensure they receive prior authorization for any after hours care or you will be responsible for point-of-service fee for your care.

In an emergency, call 911 or go directly to the closest military or civilian medical facility. No prior authorization is needed for emergency services.

LOCATIONS

- 1. Fort Belvoir Community Hospital**
9300 DeWitt Loop, Fort Belvoir, VA 22060 (571) 231-3224 - www.fbch.capedmed.mil
- 2. George Washington University Hospital**
900 23rd St NW, Washington, DC 20037 (202) 715-4000
- 3. Malcolm Grow Medical Clinic and Surgery Center**
1050 W. Perimeter Road, Joint Base Andrews, MD 20762 (240) 857-5911/5912 - <http://www.79mdw.af.mil/units/779thmedicalgroup>
- 4. MedStar Washington Hospital Center**
110 Irving St NW, Washington, DC 20010 (202) 877-7000
- 5. Prince George's Hospital Center**
3001 Hospital Dr, Cheverly, MD 20785 (301) 618-2000
- 6. Southern Maryland Hospital**
7503 Surratts Rd, Clinton, MD 20735 (301) 868-8000
- 7. Virginia Hospital Center**
1701 N George Mason Dr, Arlington, VA 22205 (703) 558-5000
- 8. Walter Reed National Military Medical Center (WRNMMC)**
8901 Wisconsin Ave, Bethesda, MD 20814 (301) 295-4611 - www.wrnmmc.capedmed.mil



Medical Records

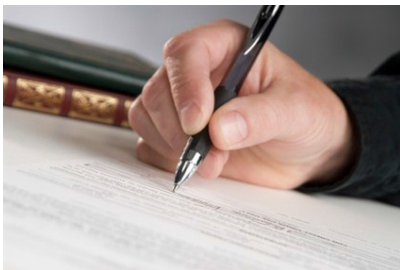
All medical records documenting care provided by any Medical/Dental Treatment Facility are the property of the U.S. Government. Records must be returned to the MTF records department for appropriate filing and maintenance. If you would like to request a copy of your records, please stop by the patient admin desk in room 120 to fill out a release of information form, DD Form 2870 or call for any records related issues.



Phone: (202) 404-1378

Advance Directives

An accident or illness can take away a person's ability to make his or her own healthcare decisions. In this event, some patients have the right to make sure their wishes, regarding their healthcare, are known even if they are no longer able to communicate or make decisions for themselves. Advance directives are tools you can use to address this situation. More information on Advance Directives please contact Patient Administration. Phone: (202) 404-1378



For assistance creating an Advance Directive, contact any legal office.

Base Legal Office:
Phone: (202) 767-5297

Third Party Collection

Please bring your other healthcare insurance card with you to all appointments. The Consolidated Omnibus Budget Reconciliation Act was established in 1986. This Third Party Collections Program (TPCP) is for all military medical treatment facilities (MTFs). Under this program, MTFs are authorized and mandated to bill health insurance for the cost of medical care furnished to retirees and dependents that are covered by a private health insurance policy.

All patients will be asked to complete and sign a DD Form 2569 indicating whether they have private health insurance. You may be asked if there are changes to your insurance coverage each time you visit the clinic. Your cooperation will be greatly appreciated to help us maintain accurate medical insurance information.

The good news is that when the 579 MDG sends a bill to your insurance company, the balance of your deductible is subtracted by the insurance company. We are reimbursed the difference and you do not have to pay that portion of your deductible. For patients who have a health plan with an annual deductible and require future care in a civilian facility, this represents a significant savings.

All monies received through TPCP become a part of the 579 MDG budget. This helps us provide you with state-of-the-art healthcare now and in the future for all beneficiaries.

Phone: (202) 404-3591

Patient Rights and Responsibilities

YOUR RIGHTS

- **Medical Care** Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.
- **Respectful Treatment** Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.
- **Privacy and Security** Patients have rights, defined by Federal law, DOD 5400.11-R (Reference (g)), Public Law 104-191(Reference (h)), and section 552a of title 5 U.S.C. (also known as “The Privacy Act of 1974, as amended”) (Reference (i)), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other PII, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.
- **Provider Information** Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The hospital may inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.
- **Explanation of Care** Patients have the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient’s treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such

information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

- **Informed Consent** Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.
- **Filing Grievances** Patients have the right to make recommendations, ask questions or file complaints to the MTF Patient Relations Representative resolved, patients have the right to contact the Patient Advocate at (202) 641-0137. If concerns are not adequately resolved, patients have the right to contact the Accreditation Association for Ambulatory Healthcare, Inc. at (847) 853-6060.
- **Research Projects** Patients have the right to know if the MTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.
- **Safe Environment** Patients have the right to care and treatment in a safe environment.
- **MTF Rules and Regulations** Patients have the right to be informed of the facility’s rules and regulations that relate to patient or visitor conduct.
- **Transfer and Continuity of Care** When medically permissible, a patient may be transferred to another MTF only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.
- **Charges for Care** Patients have the right to understand the charges for their care and their obligation for payment.
- **Advance Directive** Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

YOUR RESPONSIBILITIES

- **Providing Information** Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations.
- **Respect and Consideration** Patients are responsible for being considerate of the rights of other patients and MTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF.
- **Adherence with Medical Care** Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF when appointments cannot be kept.
- **Medical Records** Patients are responsible for returning medical records promptly to the MTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF are the property of the U.S. Government.
- **MTF Rules and Regulations** Patients are responsible for following MTF rules and regulations affecting patient care and conduct.

Additional Information



<http://www.cnmc.navy.mil/regions/ndw/installations/jbab.html>



<http://www.79mdw.af.mil/units/579thmedicalgroup/index.asp>



<https://www.facebook.com/579MDG>



2011 "Excellent" Health Services Inspection



2011 - 3 year Accreditation Association for Ambulatory Healthcare (AAAHC) Accreditation



2012 National Committee On Quality Assurance